Gym refund request form

Capture a refund request, the evidence and an approval decision before any money is paid.

Never write bank account details on this form; collect them only through your secure payment process. Refund rights depend on the customer's agreement and Australian Consumer Law. This form records the request and the decision; it does not set the rules.

Who is asking

Name

Membership number (if any)

Club

Phone

Email

Date of request

What is being refunded

- ☐ Membership fee
- ☐ Joining fee
- ☐ Personal training pack
- ☐ Class pack or casual pass
- ☐ Retail item
- ☐ Other

Amount requested ($)

Original payment date

Receipt or payment reference

Reason for the request, in the customer's words where possible

Evidence attached

- ☐ Receipt or statement
- ☐ Medical certificate
- ☐ Emails or messages
- ☐ Photo
- ☐ Other

Logged by (staff)

Manager recommendation: approve, part or decline

Recommended amount ($)

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Gym refund request - approval and payment.

Approval

Set the dollar limit each role can approve, and get the decision before anything is paid.

Approval level and limit	Name	Decision	Amount ($)	Date
Club manager: up to $_____				
Area manager: up to $_____				
Owner: above $_____				

Payment and close

Refund method (card, credit or secure transfer)

Paid on (date)

Payment reference

Customer told of the decision (date and how)

Job or reference number

Closed by / date

Decision notes: the reason for the decision and any conditions

Explore the related ClubPilot workflow